

NASA Kennedy Space Center Food Service Programs Denise Flanigan

Food Service Concession Agreements Kennedy Space Center

Lackmann Culinary Services
 Employee Cafeterias

Delaware North Services
 Visitor Complex



Lackmann Locations and Customer Counts

Cafeteria Location & Daily Customer Counts

• HQ – 1630

• CIF - 450

• SSPF - 1725

• MFF - 3120

• ARF - 465

Logistics 420

• O&C 685

Mobile Truck 415



Delaware North Locations

Orbit Café Mila's Restaurant Moon Rock Café Milky Way

Customer counts vary by season



Role of NASA Food Service Officer

 COTR (Contracting Officer's Technical Representative for the Lackmann Concession Agreement

 TR (Technical Representative) to the Contract Manager for the Delaware North Concession Agreement



Roles and Responsibilities

- Surveillance in all food service units for Concession Agreement Compliance
- Measure customer satisfaction to target further development and improvements
- Develop and implement criteria for new food service units or the modification of existing food service units
- Maintain a monthly surveillance report

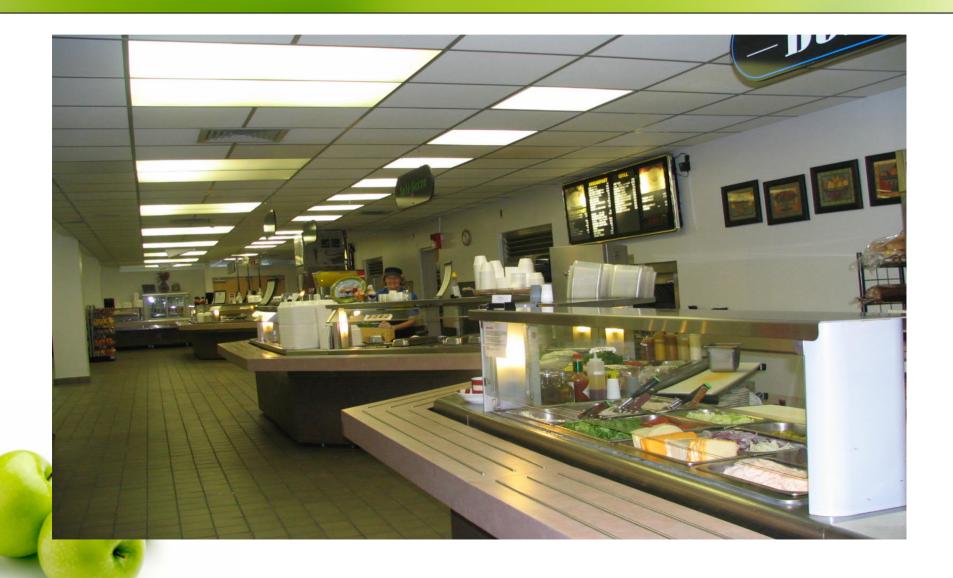


Roles and Responsibilities

- Maintain liaison with NASA Chief of Operations and Comprehensive Health Services Inspectors to ensure compliance with KNPR 1870.1, Local, State and Federal Food Service Codes
- Research options and purchase new food service equipment when necessary
- Provide follow up to safety and sanitation inspections to ensure corrective action
- Provide input to Performance Fee Evaluation



Headquarters Cafeteria



Refrigerated Cold Pans with Air Flow System



O&C Cafeteria Salad Bar with Refrigerated Air Flow System



Goals

- Improve Product Quality
- Continual Improvement of HACCP Program
- Consistency of Product
- Continued Reduction in Food Code Violations
- Improved Customer Satisfaction

